

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-10 11-00-39

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
13	12	1	Fail	2

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' is on the right. Below the header, a 'Navigation' menu is highlighted. The main content area shows a case record with the following details:

- Subject:** [Empty text field]
- Reference #:** 200810-000000
- Contact:** [No Value]
- Status:** Open
- Organization Name:** [Empty text field]
- Assigned:** Agent Access > Sys Agent
- Product:** [No Value]
- Disposition:** [No Value]
- Category:** [No Value]

The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed menu at the top of the case record includes 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is currently selected.

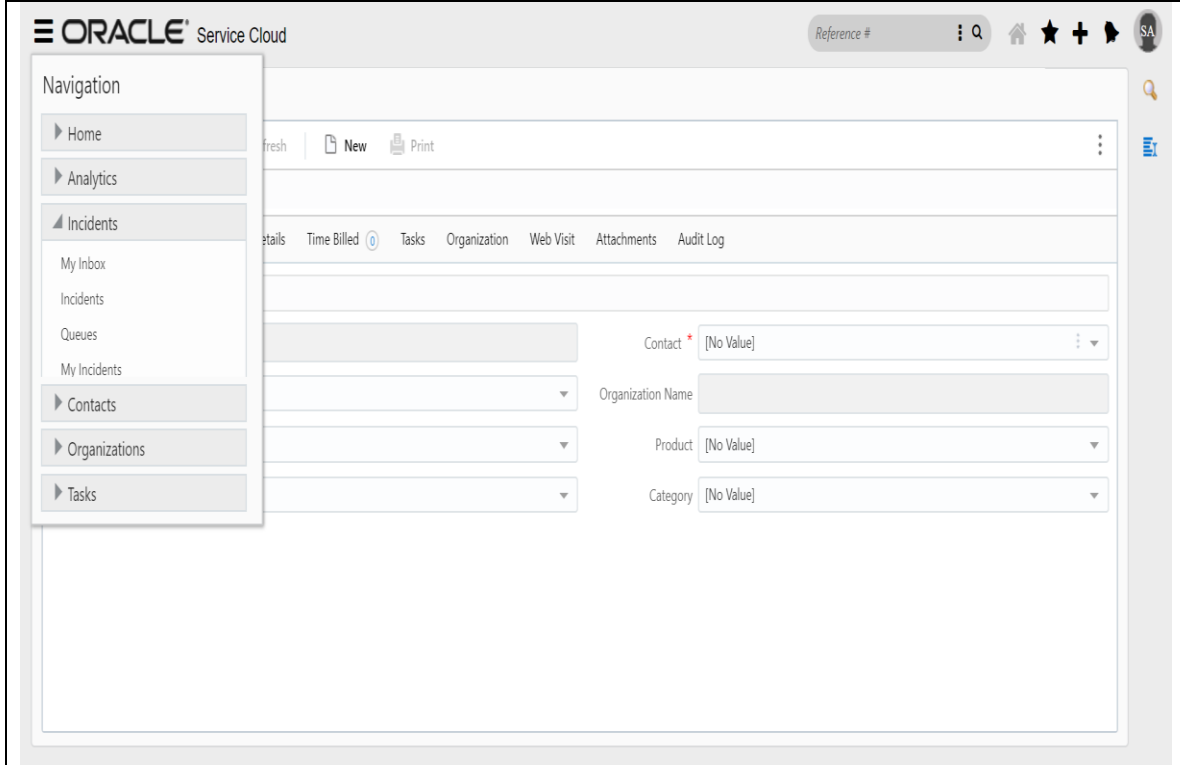
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



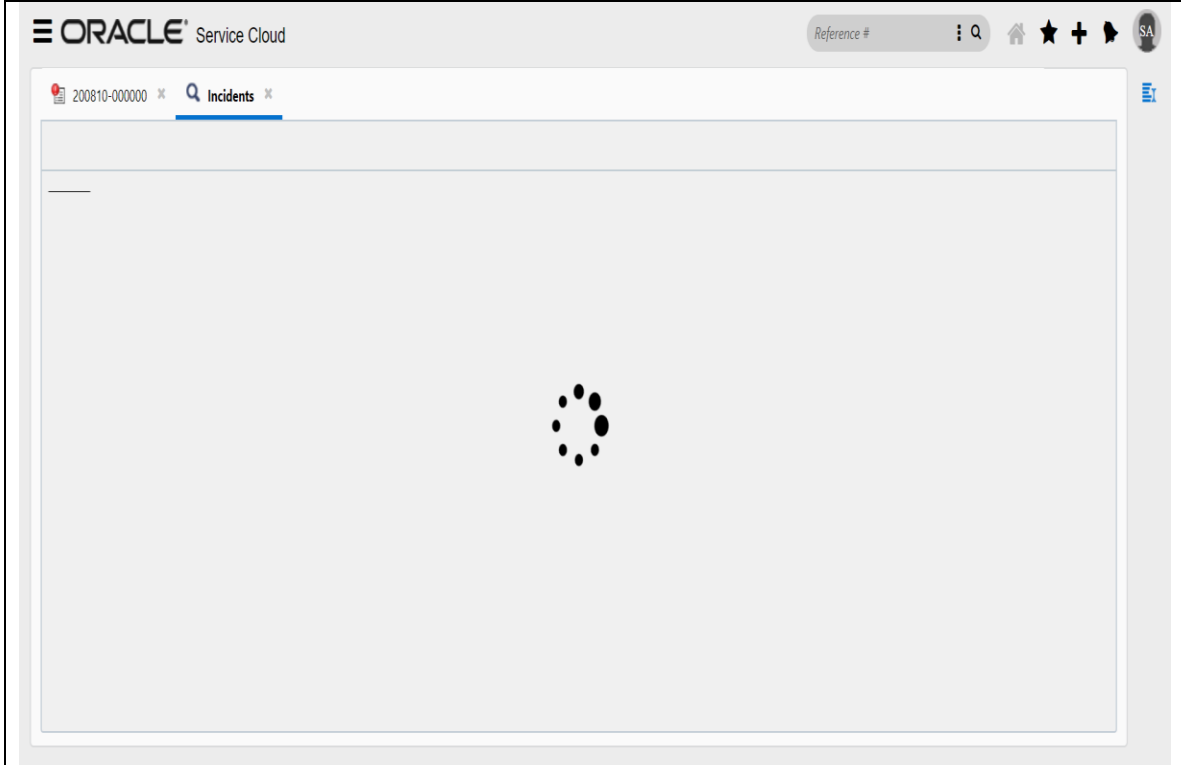
Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with the placeholder 'Reference #' and a magnifying glass icon is on the right. Below the header, there's a breadcrumb trail: '200810-000000' > 'Incidents' > '200730-000070'. The '200730-000070' tab is active. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. Below the toolbar, a tabbed interface shows 'Summary' as the selected tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following information:

- Subject: * how this product works, ab92547 product is not functioning properly
- Reference #: 200730-000070
- Status: * Open (dropdown menu)
- Assigned: Agent Access > Minhaj Ameen (dropdown menu)
- Disposition: [No Value] (dropdown menu)
- Contact: * Adam Smit (dropdown menu)
- Organization Name: California Federation
- Product: [No Value] (dropdown menu)
- Category: [No Value] (dropdown menu)

Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows '200810-000000' > 'Incidents' > '200730-000070'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following information:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200730-000070
- Status: Open
- Assigned: Agent Access > Minhaj Ameen
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: [No Value]
- Category: [No Value]

